

DEPARTMENT OF THE ARMY HEADQUARTERS, 71st CORPS SUPPORT BATTALION UNIT 27502 APO AE 09139

AETV-SCS-SDO 27 July 2004

MEMORANDUM FOR SUPPORTED UNITS OF 71st Corps Support Battalion

SUBJECT: 147th Maintenance Company, External Standing Operating Procedures

SECTION 1: GENERAL

1-1. REFERENCES

- a. AR 385-10 Army Safety Program
- b. AR 700-139 Army Warranty Programs Concepts and Policies
- c. AR 725-50 Requisitioning, Receipt, and Issue System
- d. TB 385-4 Safety Precautions for Maintenance Of Electrical/Electronics
- e. SAMS-1 End User Manual
- f. Maintenance Management Update
- g. Supply Update
- h. AR 700-138 Army Logistics Readiness and Sustainability
- 1-2. PURPOSE: This SOP establishes the policies and procedures for direct support maintenance to be followed by supported units of the 147th Maintenance Company in obtaining Direct Support (DS) Maintenance and technical assistance. These policies and procedures apply in garrison and field environments.
- 1-3. APPLICABILITY AND SCOPE: This SOP applies to all units supported by the 71st CSB. All personnel will fully comply with the policies outlined herein, and as may be guided by the references above.
- 1-4. OBJECTIVE: The object of this SOP is to ensure full accomplishment of this unit's mission in garrison and field environments and to establish individual responsibilities as related to duty section assigned functions.
- 1-5. MISSION STATEMENT: The mission of the 147th Maintenance Company is to provide direct support maintenance and evacuation to all supported units of the 71st CSB. The mission also encompasses area support for customer units exercising within our geographical boundaries as ordered. Exceptions to these mission responsibilities are cryptographic, medical, Automatic Data Process Systems, and aircraft. Support includes maintenance technical assistance and on-site service upon written request, maintenance support at major training exercises, emergency roadside service, and recovery. The 147th maintenance Company provide DS maintenance in the following commodity areas:
 - a. AUTOMOTIVE
 - b. POWER GENERATION EQUIPMENT
 - c. SMALL ARMS
 - d. COMMUNICATIONS EQUIPMENT
 - e. NIGHT VISION DEVICES
 - f. NBC EQUIPMENT

- g. OPERATIONAL READINESS FLOAT
- h. MAINTENANCE SUPPORT TEAMS
- i. ALLIED TRADES
- i. BATTERY SHOP
- k. FABRICATION
- I. WELDING REPAIR
- 1-6. COMPOSITION: This SOP was composed/organized to facilitate "desk top" tailored SOP's. Mandatory SOP sections for inclusion to every "desk top SOP" are paragraphs 2-4 through 2-8, all annexes and all other sections of the SOP pertaining to that particular shop section. These "desk top SOP's" will be used as "working" documents for normal day to day business. Each shop section will maintain a copy of the entire SOP for use as a reference manual.

SECTION II: POLICIES AND PROCEDURES

2-1. SHOP OPERATION / HOURS OF OPERATION: DSN 355-2424

- a. This shop will operate, function, and conduct mission support in compliance with established procedure as outlined in this (Direct Support Maintenance) external SOP. Each section's responsibilities for training, administration, operator and organizational maintenance, supply discipline, property accountability and commodity support requirements will conform to all applicable standards and policies as published and/or directed by higher authority.
- b. As a minimum duty will be performed in accordance with daily unit training schedules. The following are the normal duty hours for this activity to perform mission support:

DAY	AM	<u>PM</u>
Monday	0900-1130	1300-1700
Tuesday	0900-1130	1300-1700
Wednesday	0900-1130	1300-1700
Thursday	SGTs TIME	1300-1500
Friday	0900-1130	1300-1700

^{*}After duty hours/holidays contact the BN SDNCO at 469-7189/7199.

ULLS-G interface with SAMS-1.

a. All units are required to send daily INOP data to the SAMS-1 by 1330 daily for transfer to SAMS-2. After 1330 customer data will be processed, however, that data will not make the following days 026 print and will be reported as late. Disk drop or File Transfer Protocol interface is accepted. FTP preferred.

2-2. SAFETY:

- a. Smoking is prohibited in the Motor Pool except within posted authorized smoking areas.
- b. Maximum speed limit within the Motor Pool is five (5) MPH. Ground guides will be used when wheeled vehicles above ³/₄ TON are being backed.
- c. Ballistic helmet will be worn at all times when operating a military vehicle.
- d. No POVs are authorized inside the Motor Pool.
- e. Hearing protection will be worn at all times when in a posted noise hazard area.

^{***}Payday Activities will be observed when the mission permits.

f. Risk assessments are mandatory for all nonstandard tasks.

2-3. 147TH MAINTENANCE COMPANY:

- a. Supported units must make prior coordination with the Shop Office DSN 355-2424 for maintenance required during other than normal duty hours.
- b. Emergency maintenance requests for pacing items will be accepted at any time. Contact the Shop Officer during duty hours or the Battalion Staff Duty NCO after normal duty hours.
- c. Customers will be notified by the Shop Office of changes in operating hours due to FTX's, training holidays, or special events.
- d. Maintenance priorities will be determined primarily by the unit's priorities consistent with the item's equipment readiness code (ERC) and unit mission assigned to the maintenance requests. Emphasis will be given to expediting repairs of inoperative pacing items, inoperative reportable equipment, and then command-controlled items. The 7th Group Commander, through the SPO, will prioritize support as the readiness or tactical situation requires.

a. Inquiries:

- 1. Supported units are encouraged to make use of both telephonic and personal coordination with the Shop Officer. Any policy / procedural problems and discrepancies can be resolved through the Support Operations Office or the Shop Officer.
- 2. The status of any job in DS maintenance may be obtained from the shop office with the Work Order Number (WON). On the first work day of each week supported units will receive a customer recon AHN-004 from the shop office. Units will also receive updated status daily through the daily FTP or turn-in of the ULLS disk.
- 3. The work order status of any maintenance request that has been evacuated to another support facility may **only** be obtained through shop office.

b. External Contact Team Support:

- 1. Tailored Support: Requests for DS Maintenance support required for task forces, modified organizations, and special operations will be tailored and provided within resource limitations. (Coordination will principally be through the Support Operations Office)
- 2. Requests for tailored Direct Support Maintenance (DSM) should be directed in writing through the Support Operations Officer (SPO) to the Shop Office. The request will contain the following information:
 - (a) Requesting unit
 - (b) Type of exercise or support requirement
 - (c) Length of exercise (date(s))
 - (d) Location of equipment (building/training area/range # or 8 digit grid coordinate)
 - (e) Density of equipment
 - (f) Point of contact (name, building, phone number)
- 3. Requests for support should be submitted six weeks in advance of the date of support. Requests should identify provisions for life support of the support personnel.

2-4 INITIAL INSPECTION AND ACCEPTANCE OF A JOB ORDER:

- a. Initial Inspection of Equipment:
 - 1. Before obtaining a work order number from the shop office, the customer will

proceed to the appropriate section for initial inspection. A 100% acceptance inspection will be conducted to ensure completeness of the item and/or configuration; serial numbers match the work request paperwork, accomplishment of organizational maintenance (IAW -10/-20 technical manuals) and the existence of non-fair wear and tear damage. The inspector will record all faults on the DA Form 5988-E/2404. Customers are encouraged to have an organizational repairman, with tools, accompany the equipment so that on the spot corrections can be made.

- 2. Organizational faults will not be corrected by the DSU. Units will not be required to take equipment back to their unit if on the spot corrections can be made.
- 3. To qualify for acceptance, the equipment must be free of any organizational faults that will interfere with the test, diagnosis, or repair of the equipment. Any other uncorrected organizational faults will be noted on the inspectors DA Form 5988E/ 2404, but will not be corrected by the DSU.
- 4. The item must be clean and have pilferable items removed (i.e. antennas, radios, amplifiers, etc.) Pilferable items left on the equipment are not the responsibility of DSU. Adequate diagnosis and repairs cannot be made if a piece of equipment is not clean. Direct Support Maintenance Activity (DSMA) resources will not be expended on cleaning of end items or the removal and storage of components.
- 5. When equipment is accepted, the inspector will sign the acceptance block of the ULLS generated Work Request. The customer will sign the DA Form 5988-E or inspection work sheet after the last entry. Then the customer will proceed to Shop Office with the signed ULLS generated work request. The customer will then receive the 5990-E (green copy) with a work order number on the maintenance request, and a copy of the DA Form 5988-E/2404.

NOTE: Equipment will not be left unattended! Equipment is the responsibility of the owning unit until the Shop Office assigns a work order number to it and the work order paperwork and equipment is in the possession of the appropriate DS shop.

2-5 PROCEDURES FOR OPENING JOB ORDERS:

- a. All customers requesting to open a job order must be on a current DA Form 1687. If opening more than 5 jobs, the customer must provide the Shop Office an ULLS generated disk for data transfer.
- b. All equipment that is submitted to the Shop Office must be accompanied by the following documentation IAW DA PAM 738-750:
 - Two copies of the automated ULLS form 5990-E (2407 will only be used if the unit's ULLS computer is down and the unit notifies Shop Office prior to submitting work request.) Both copies of 5990-E must be filled in.
 - (a) No cross-outs are allowed except for the telephone number.
 - (b) All copies signed for PD 02 through 12 by the commander or designated representative.
 - (c) "Pacing Item" or "DRF 1" is annotated in the upper right hand corner in **bold letters**.

NOTE: When a pacing item or DRF1 piece of equipment is turned in for repairs, the owning unit will provide one crewmember to stay with the equipment until it is repaired.

- (d) Unit's company/battery and POC must be printed in lower left hand corner of all 5990-E.
- 2. A properly completed DA Form 5988-E or DA Form 2404 identifying the results of the organizational level technical inspection. This will include all STE ICE test readings. If organizational level parts are ordered, list the NSN(s) and document number(s) for part(s) on order. Annotating "ORDERED" will not suffice. All 10/20 level deadline items as well as safety/deadline items that interfere with the inspection/repair of the equipment must be repaired prior to equipment turn in.
- 3. Describe the problem that exists with the equipment on the maintenance request. Do not make comments i.e. replace engine, repair transfer, or transmission.
- 4. Equipment Log, if applicable.
- 5. Damage statement, missing parts statement, release statement, or letter of lateness must accompany the work request when applicable. This must bear the approving/appointing authority's original signature. Someone signing "FOR" the commander is not acceptable. The approving authority may delegate, in writing, approval of damage statements for losses less than \$200.00, to the company/battery commander in accordance with AR 735-5. All delegation must be in writing on a memorandum or signature card. For damage \$200.00 or greater, the approving authority must be in the grade of O-5 or above.
- c. Shop Office will not open a job order if the unit is delinquent in picking up equipment that is ready (immediate rejection). (see para 2-13)

2-6 REJECTION OF A JOB ORDER:

- a. Reasons for Equipment Rejections:
 - The 5990-E is more then 24 hours old or equipment to be repaired is not accompanied by DA Form 5988-E/2404 reflecting the results of organizational inspections.
 - 2. Units have not taken required and necessary measures to protect equipment from damage during transit (i.e. radios, sights, test equipment, and small arms)
 - 3. Equipment is dirty, preventing adequate inspection of suspected malfunction.
 - 4. Organizational faults not worked off and /or organizational parts not on order (The job will be put into Y status for 72 hours). If faults are not corrected or the unit does not bring back the piece of equipment the job will be closed out.
 - 5. Canvas job ordered for repair is not clean or free of oily stains.
 - 6. Fuel carrying equipment (tanks and pods) have not been drained and do not have a purge/sniff test validated by the Group Safety Office.
 - 7. Organizational safety faults exist on equipment that would endanger personnel or further damage the equipment.
 - 8. Ammunition is in the chamber of a weapon (except rounds that cannot be extracted at organizational level).
 - 9. Equipment that shows damage other than wear-and-tear, and does not have a survey **release statement** signed by the report of survey officer or his designated representative as defined by AR 735-5.
 - Night vision devices or Weapons systems overdue a service, gauging, or verifications without a "letter of lateness".
 - 11. Equipment without a **missing/damage parts statement** if other than wear-and-tear is determined.
 - 12. Serial numbered items missing their original data plates (MFR must be provided by the unit to the Shop Officer confirming ownership/accountability).

d. Action After Equipment is Rejected:

- 1. When equipment is rejected, the reasons for rejection will be noted on a DA Form 5988-E/2404. Equipment not accepted by the 147th DSU remains the responsibility of the owning unit and will not be left in the DS shop area. If equipment has been rejected and the faults noted on the initial inspection are worked off within three working days, the equipment will be accepted using the original inspection DA Form 5988-E/2404. Equipment not returned within three working days requires a new inspection. However, a new ULLS Form 5990-E must be submitted in both cases.
- 2. Units' maintenance representatives should contact the 147th Shop Officer to review all rejections. The Shop Officer will identify to the submitting unit the necessary corrective action needed to be accomplished to meet acceptance criteria.

2-7 JOBS DEFERRED / JOBS EVACUATED:

a. Deferred Maintenance:

Customers can request this service if equipment is serviceable (at all times). This does not include equipment already in Direct Support Maintenance shop for repair. An ULLS Form 5990-E will be prepared and a 100% inspection will be performed to determine if the equipment is eligible for deferred status. If equipment can be deferred, the production control clerk will maintain a job order number. The blue copy of the ULLS Form 5990-E will stay at the shop office and the customer will receive a green copy of the ULLS Form 5990-E. The unit will be notified to bring in the equipment for repair when the appropriate parts are received. Job orders for deferred equipment not brought in upon request will be closed out. Customers will be notified and resubmission will be required.

b. Evacuation of Jobs:

Evacuation by the DSU: Upon initial inspection, if it is determined that the equipment will have to be evacuated to higher support, all organizational maintenance must be completed and the job packet must be correct and complete. Once accepted, the DSU is responsible for evacuating the equipment to higher support. **The DSU is the only one authorized to contact the higher supporting units.**

2-8. PREPARATION FOR DS MAINTENANCE:

a. Wheeled Vehicles and Trailers must be prepared by:

1. Organizational, 100% TI:

Shortcomings either repaired or listing parts on order (must have DOC # from a 5988-E stating that the part is on order or a customer recon) deficiencies and safety deadline items will be repaired prior to turn-in. Equipment will be clean to include the undercarriage.

2. Removing:

Radios and antennas
Fire extinguishers
BII/OVM
Any items subject to pilferage
Tunnel cover
Flywheel inspection cover
*BROKEN BOLTS:

-Head bolts: (TBD by the inspector)
-Starter bolts: remove the starter

-Exhaust bolts: remove exhaust manifold

- 3. Failure to remove recommended items will not be a cause for rejection unless it interferes with the repair operations. During the initial inspection the inspector may inform the mechanic of any additional items to be removed. The DSMA will not be held accountable for stolen or lost items. Should inspection conclude that the equipment must be evacuated to the next echelon of support, the owning unit will be required to remove and store items as required by that unit's external SOP.
- 4. Clean vehicles and wipe excess POL from components and undercarriage so leaks may be detected.
- 5. Due to possible condensation and as stipulated by the appropriate –10 technical manual (TM), all vehicles turned in to DS maintenance will have a minimum of one-half tank of fuel.
- 6. Suspected Engine Jobs and Transmission Jobs will come to the DSMA complete for TI. The removal of organizational parts will be determined by the inspector.

b. Generators/ NBC Decontamination Equipment must be prepared by:

1. Remove:

Fire extinguishers BII/OVM

Any items subject to pilferage

- 2. Organizational, 100% TI:
 - Shortcomings either repaired or listing parts on order (must have DOC #) deficiencies and safety
 - deadline items will be repaired prior to turn-in. Equipment will be clean to include the undercarriage.
- 3. Organizational parts necessary by the inspector to repair or replace components will be requested by the DSU. Failure to remove recommended items will not be a cause for rejections unless it interferes with the repair operations. The 147th DSU will not be held accountable for lost or stolen items. Should inspection conclude that the equipment must be evacuated to the next echelon support unit, the owning unit will be required to remove and store items as required by that unit's external SOP.
- 4. Clean generators and wipe excess POL from components and undercarriage so leaks may be detected.
- 5. Due to possible condensation and as stipulated by the appropriate –10 TM, all generators turned in to DS maintenance will have a minimum of one-half tank of fuel.

c. **SMALL ARMS** must be prepared by:

- Ensuring serial numbers are correct with no corrections or strike-overs on the DA Form 5990-E. If possible the equipment will be repaired and returned to the customer immediately.
- 2. Weapons accepted for repair will be given a 100% TI as part of the repair process. If the weapon cannot be repaired the same day, the Small Arms Shop will open a work order an order parts for the weapon, unit will be called when parts arrive.

- 3. Units will be required to bring spare barrels, tripods, and T&E mechanisms for all weapon systems when submitting equipment for all jobs, not just for annual gauging. All equipment will be checked to make sure that the system as a whole is operational.
- 4. All weapons submitted to the DSU for classification will be complete will all OVM/BII and will be completely assembled. All organizational deficiencies and shortcomings will be corrected and any missing parts will be annotated on DA Form 2404/5988E.
- 5. Transportation of weapons from the owning unit to the DSU will be IAW AR 190-11. Under no circumstance will units transport their weapons to the DSU in a POV.
- 6. ANNUAL GAUGING AT UNIT'S ARMS ROOM:
 Schedule an appointment with the Small Arms Section to conduct annual gauging on site.
 The Armorer must open on site work requests 12 PD at the Shop Office 7 working days prior to on site gauging; ten (10) like serial numbered items per-job order. The repairer will inspect the weapons and note any faults on the DA Form 2404/5988-E. In addition to normal acceptance criteria, DD Form 314 will be inspected for all entries completed IAW DA PAM 738-750. It is the owning unit's responsibility to notify Shop Office of all equipment requiring annual DS level services. Dirty weapons cannot and will not be gauged. If weapons are not cleaned before the gauging appointment, the job orders will be closed and the unit will have to reopen a new job order once the weapons are cleaned. Unit must maintain all gauging paperwork in the unit arms room.

NOTE: All equipment turned in for maintenance or for DX that has radioactive material must be accompanied with the last wipe test paperwork. If the equipment has been damaged or a leak is suspected, a new wipe test must be done.

d. Communications / Electronics / NVDs / NBC must be prepared by:

- Ensure serial numbers are correct: no corrections or strike-overs on the DA Form 5990-E.
 Each piece of equipment submitted for maintenance will be on a separate work
 order request except in the following cases: systems such as the AN/GRC 160
 and AN/GRC 142 which consist of more than one item (will be committed as
 complete system). COMSEC equipment will also be removed prior to submitting
 equipment. Any other exceptions must be coordinated with the Shop Office.
- 2. All pilferable items will be removed from each piece of equipment submitted for maintenance (eye cups, lens caps, battery caps, etc.). No items will remain dummy corded to the equipment. Any pilferable items that are accidentally left on the equipment are not the responsibility of the DSU. The only exception to this is the battery cap on the radio. This may remain on the piece of equipment.
- 3. The requirement for suitable transportation is particularly important for electronic equipment. Vehicles used for turn-in and pick-up are subject to inspection by the DSM activity personnel to ensure suitability. Equipment will not be issued to units utilizing unsuitable transportation. Proper cushioning material should be brought to protect components: bubble wrap, horse hair, or foam rubber. Whenever possible equipment should be transported in its issued transit case.
- 4. C&E and Missile equipment will be inspected for completeness and damage prior to acceptance and discrepancies will be annotated in the remarks section of the DA Form 5990-E. Missing parts statements/damaged parts statements will be required as needed.
- 5. Requests for technical inspection for turn-in/classification that involves more than 10 work requests at one time will be coordinated with the Shop Office. The owning unit, prior to submission of work requests, will inventory items and list all missing components on DA Form 5988-E/2404.
- 6. The owning unit is responsible for scheduling quarterly and semiannual services and verifications of their missile systems and night vision devices with Shop Office/Appropriate Section. All verifications will be scheduled two weeks in advance through the Shop Officer or with the appropriate section. Unit must maintain all gauging paperwork in the unit arms room.

- 7. Night vision equipment accepted for repair will be given a 100% TI as part of the repair process as stated above. If the equipment submitted can not be repaired the same day, the Electronics shop will sign for the item and provide the required security for it.
- 8. Night vision equipment submitted for verification only: up to ten (10) like items may be submitted on each job order. When DS level non-mission capable (NMC) faults are found a DA Form 2404 will be completed by the inspector and equipment will be returned to the supported unit. The unit will resubmit the equipment for repair with a new ULLS job order and the DA Form 2404 completed during the verification. In garrison, night vision verifications can only be conducted at the legally certified DS Electronics maintenance facility.

NOTE: All equipment turned in for maintenance or for DX that has radioactive material must be accompanied with the last wipe test paperwork. If the equipment has been damaged or a leak is suspected, a new wipe test must be done.

2-9. ECOD/ACOD (ESTIMATED COST OF DAMAGES / ACTUAL COST OF DAMAGES):

a. ECODs will be requested by the owning unit commander. The unit will submit a DA Form 5990-E and DA Form 2404/5988-E. A statement of release is not required to initiate or complete an ECOD. When a technical inspection (TI) is done in conjunction with a report of survey, an inspector will prepare an itemized list of the ECOD using DA Form 2404.

NOTE: A DSU inspector may request an ECOD for questionable wear-and-tear of equipment.

b. ACOD: Upon completion of the ECOD the unit will close the job order and reopen a new job order requesting an ACOD. An ACOD will be performed once the equipment is released by the unit commander or survey officer. Upon completion of the ACOD, the unit will be notified and given 6 copies of DA Form 461-5 and the blue copy of the DA Form 5990-E.

2-10. MAINTENANCE EXPENDITURE LIMIT (MEL):

- a. The MEL is the total allowable one time cost to restore an item, major component, or repairable component to a fully serviceable condition.
- b. If the cost of repairs exceeds the MEL, 147th will code out the item and return the item to the unit. All waiver requests will be IAW AR 750-1 para. 4-5.

2-11. REPAIR OF DAMAGED EQUIPMENT:

- a. IAW AR 735-5, ch. 13, when property is determined to be unserviceable through cause other than fair wear and tear (FWT), the following procedures will be followed when submitting the damaged equipment to 147th maintenance activity for repair:
 - 1. Negligence not involved, no report of survey initiated: Attach a statement describing the circumstances, signed by the owning unit commander, approved by the report of survey appointing authority, to the maintenance request DA Form 5990-E.
 - 2. Negligence involved and/or report of survey initiated: Attach a copy of the survey officer's release statement and appointment order to the maintenance request DA Form 5990-E.

NOTE: Damaged equipment for which negligence is suspected will not be repaired or disposed of until one of the statements above is provided. Facsimile signatures or staff personnel signing

"FOR" the Commander are not acceptable. Only the commanders' original signatures are acceptable (05 or above; or designated individual 05 or 04 filling a 05 position), except as noted in para 13-16c.

2-12. CROSS-LEVELING OF PARTS:

- a. Request to cross-level a part from equipment on maintenance request must be made in writing to the Shop Officer, signed by the Battalion Executive Officer or the Battalion Commander.
- b. Units are not authorized to cross-level parts from equipment on maintenance requests without written approval by the Shop Officer.

2-13. EQUIPMENT PICK-UP:

- a. Customers will be given a courtesy phone call once a piece of equipment is ready for pick-up. In addition, customers will also be informed that their equipment is ready through their work order reconciliation at their respective ULLS site.
- b. The owning unit will be required to pick up equipment in the time prescribed by the priority designator assigned to each piece of equipment. Failure to pick up equipment in the prescribed amount of time will result in the inability to open job orders with the DSMA. Status updates may be obtained daily from the unit PLL clerk.
- c Equipment pick up will be as follows IAW the priority designator:

Pacing Items/DRB/DRF items	Immediately
02 PD	24 hours
05 PD	48 hours
12 PD	72 hours

NOTE: After the prescribed pick up time, companies within the same unit who fail to pick up their equipment will not be allowed to job order any equipment. Appropriate Commanders / XO's will be notified if problems persist.

- b. When picking up equipment, only customers whose names appear on the delegation of authority on file in the shop office are authorized to sign for and pick up equipment. Customers will present the receipt copy and sign the picked-up by block on the DA Form 5990-E. If this receipt copy is lost, a lost green copy statement must be signed by the Commander in order to pick up the equipment. The statement will include the DSM work order number, noun nomenclature, NSN, serial number(s), and quantity of equipment to be picked up. Generic blanket copies will not be accepted.
- c. Units should thoroughly inspect all equipment before accepting it and closing the job. Accepting the equipment relieves the shop of further repair under that work order. Ensure that items listed on the work order have been fully repaired and meet the standards.
- d. Units which are dissatisfied with their equipment condition should immediately contact Shop Officer prior to accepting equipment. Once a piece of equipment is signed for and accepted by the owning unit, the DSU is not responsible for any loss, damages, or repairs beyond 24 hours under the original work order.

NOTE: The exception to this policy is with work requests for radios. If a customer picks up and closes-out a job order for a radio, then discovers that the fault for which it was job ordered has

not been corrected, the unit has 72 hours (three work days) from time of pick-up to request direct support maintenance without opening another work order. However, the customer must return with their file copy of the original maintenance request for the radio with them.

2-14. RECOVERY (EVACUATION ASSISTANCE):

- a. Owning units have the primary responsibility for the recovery or evacuation of unserviceable organic equipment to the DSU. All attempts of self-recovery with wrecker, winch, and a like vehicle using a tow bar, etc. must be exhausted.
- If recovery/evacuation is beyond the capability of an owning unit, the DSU should be contacted for recovery assistance. After duty hours, contact the 71st CSB SDNCO who will contact the unit that has stand-by recovery/evacuation support.

NOTE: All requests for wrecker support must come from the customer's Battalion Maintenance Section.

- b. During duty hours or when 147th are in the field, contact support operations and wrecker support operations must be provided with the following information:
 - Line 1: Location of equipment (highway #, training area, etc. with 8 digits grid coordinates).
 - Line 2: Grid location of link-up point.
 - Line 3: Type of equipment requiring support and bumper number.
 - Line 4: Nature of deficiency.
 - Line 5: Escort vehicle provided to and from pick-up site.
 - Line 6: Classification of route.
 - Line 7: NBC contamination
 - Line 8: Radio frequency, call sign, and suffix.
 - Line 9: Date/Time group.

2-15. TECHNICAL ASSISTANCE:

- a. 147th will provide technical assistance to supported units, usually in the form of a Courtesy inspection. This inspection provides unit commanders with a valuable tool to determine the condition of equipment, evaluate unit maintenance programs, and prepare for external evaluations (ORS, OMA). Inspectors normally perform a technical inspection of 10% of the unit's equipment, and give classes on the care and maintenance of equipment. Technical assistance maintenance requests will be submitted on low priority only.
 - Each unit commander or executive officer requesting technical assistance visits will:
 - (a) Submit a memorandum through support operations to shop office at least 15 days before the requested inspection date.
 - (b) Ensure that NCO's and equipment operators are present during inspection.
 - (c) Ensure that all maintenance forms and manuals are present for inspection.
 - (d) Ensure that all faults noted are corrected prior to any scheduled follow-up courtesy inspection.
 - 2. Technical assistance visits will be performed in the following commodity areas:
 - (a) Communications and electronics
 - (b) Small Arms

- b. Technical Assistance will also be provided when organizational troubleshooting and maintenance procedures fail to diagnosis or correct a fault on equipment.
 - 1. Procedures for opening a Job Order (Para 2-5) apply, except:
 - (a) The malfunctions/remarks block of the DA FORM 5990E will state "REQUEST TECHNICAL ASSISTANCE".
 - (b) Organizational level repairmen or mechanics will be on site during the technical inspection.

NOTE: Failure of the customer to provide an organizational mechanic during assisted troubleshooting will result in the maintenance request being closed.

- 2. If an organizational fault is identified, it will be repaired by the unit. Consequently the DS work order will be closed.
- 3. When a direct support level or higher level repairable fault is found the following procedures will be followed:
 - (a) The maintenance request for assistance will be closed.
 - (b) The Customer will perform procedures in para. 2-4, with the specific fault annotated on the maintenance request.
 - (c) The customer will attach the technical inspectors inspection sheet to the new maintenance request.
- c. If the technical assistance request is beyond the capabilities of the DSU, the battalion SPO and or the DS Shop Officer will make coordination for support from other maintenance activities.

2-16. CONTACT TEAM SUPPORT:

- Request for non-standard support required for task forces, modified organizations, and special operations will be submitted to the 71st CSB support operations. Support will be provided dependent on the nature of the request, resources available, and priorities of support.
- b. If a contact team is requested to provide on-site forward maintenance capabilities, the unit must still perform –10 and –20 level maintenance. All jobs must be on an ULLS 5990-E maintenance request.
- c. The contact team will repair on site if the item meets acceptance standard and on-site repair is possible. Upon completion of repairs the unit will close out the job order at the shop office.
- d. If the item meets acceptance standards and cannot be repaired on site, and the contact team has the capability to evacuate the item to the base shop, the job will be accepted. The contact team will take the item back to the base shop. The unit is responsible for picking up the equipment and closing out the job order.
- e. If the item meets acceptance standards and cannot be repaired on site and cannot be evacuated to the rear, the contact team will determine parts requirements to be ordered at the base shop. The job will be accepted and placed in deferred status. The unit is responsible for evacuating the piece of equipment to the base shop as soon as possible.
- f. ULLS Form 5990-E will be prepared IAW DA PAM 738-750 to capture required data and resource expenditures.

2-17. OPERATIONAL READINESS FLOAT (ORF)

- a. The 147th Maintenance Company Shop Office will identify equipment for which float assets exist and owning units will be notified and offered that asset if the equipment is estimated to be NMC for DS/GS repair for over 30 days.
- b. Upon approval of an ORF transaction, the customer unit must perform the following steps to complete to float transaction:
 - (1) A DA Form 2765-1 "AOA" (Request for Issue) and 2765-1 "D6Z" (Request for Turn-in) filled out IAW DA Pam 710-2-1 submitted to the ORF Section. The commander or accountable officer must sign the first hard copy of each.
 - (2) The original DA Form 5990-E/2407 (green copy) must accompany the DA Forms 2765-1 to the ORF section.
 - (3) The customer will be given copies of the 2765-1s, which must be submitted to the unit's accountable officer.
 - (4) A joint 100% TI will be conducted for the issued and turned-in equipment.
 - (5) The customer unit will inspect the float item for maintenance serviceability and supply accountability. The 147th DSU ORF Section will inspect the unserviceable equipment for completeness. All organizational parts for the turn-in equipment will be on order to bring the equipment to -10/20 standards with a copy of the requisitions or current 5988-E showing valid requisitions provided to the ORF NCOIC. When these parts are received at the supported unit, the unit will provide them to the ORF Section. All discrepancies will be recorded on DA Form 2404 and the ORF NCOIC will be furnished a copy of each inspection.
 - (6) When both parties are satisfied, the physical transfer of equipment (i.e. vehicles) will take place and the supply representatives will complete the supply documentation at the 147th ORF Section.
 - (7) No OVM/BII will be floated with equipment.

2-18. REPARABLE EXCHANGE ITEMS:

- a. The unit has the capability to repair a wide range of items with the Maintenance Repair Code of F according to the AMDF.
- b. In accordance with FM 9-43-1, only the supply support activity job orders the components to the maintenance activity for repair. This reduces paperwork and allows the maintenance unit to workload for programmed repair.
- c. Customers may submit a work request to troubleshoot a repairable item, however, only the FDP may submit a work request.

2-19. ALLIED TRADES:

- a. Glass:
 - (1) Submit glass that deadlines a reportable piece of equipment on its own work request.
 - (2) Remove all damaged glass from the frame.

- (3) Rubber seal must accompany frame and must be serviceable.
- (4) A damage statement on how the glass was broken must accompany the work request (See Appendix A).
- b. Body Repair: Some repairs on vehicles can be made by welding, straightening or replacing. If the damage or corrosion is extensive, equipment may require evacuation to higher support. If this becomes necessary, the customer unit may be required to provide a licensed operator to drive the vehicle accompanied by direct support personnel to the supporting maintenance facility.
- c. Fabrications: The machine shop has capabilities to repair and fabricate items. When units request fabrication, the damaged part or a sketch of the requested fabrication must accompany the work request.
- d. Bolt extraction: To ensure quick service, 147th recommends that the customers remove any organizational parts that may hinder the extraction process. DO NOT attempt to extract broken bolts on vehicles.
- e. Wood Shop: Any customer requiring service from the wood shop may have to supply soldiers to assist in completing the job. The allied trades OIC will consider this on a case-by-case basis.
- f. Vinyl Shop: This shop has the capability to fabricate signs and vinyl stencils. A typed list for sign requirements must accompany work requests.
- g. Evacuation/Recovery: Recovery of inoperable equipment is primarily the responsibility of the owning unit. Request assistance when the owning unit does not have or is using all of its organic recovery assets. Make all requests for recovery support through the 71st CSB SPO Maintenance Office (DSN 469-7592). Owning unit, type and number of equipment to be recovered, grid coordinates, and security escort vehicle are all required when requesting recovery support.
- h. See section 4 for work request procedures and sections 5-1 to 5-4 for acceptance standards.

2-20. Maintenance Support Teams

a. The following Maintenance Support Teams are currently assigned to following battalions:

18th MST: 181st Transportation Battalion

54th MST: 54th Engineer Battalion

94th MST: 94th Engineer Combat Battalion (Heavy)

11th MST: 11th AVN REGT 12th MST: 12th AVN REGT

- b. Maintenance Support Teams will be provided their own work space in the supported units maintenance work area in accordance with the size of the supported unit's fleet. MST's will also be provided one DNVT phone line and one IP internet address in order to FTP.
- c. Maintenance Support Teams assigned in support of a unit **are not** to be used for KP duty, gate guard, roving guard or any other duty not in accordance with their primary mission of providing DS maintenance. Maintenance Support Teams will be limited to building their own fighting positions and manning those positions during: Stand-to, Stand-down and critical security situations.

2-17. POST FIELD OPERATIONS: After returning from a field exercise, the DSU will only accept pacing items for the first 48 hours (2 working days) after returning to home station. Work request of all priorities will be accepted after the 48 hour recovery period has expired.

SECTION III: ADMINISTRATIVE REQUIREMENTS

3-1. SIGNATURE CARDS:

- a. Two copies of DA Form 1687 (Notice of Delegation of Authority-Receipt of Supplies) must be prepared IAW AR 710-2 and provided for file at Shop Office prior to initiation of maintenance support. One 1687 signature card (appendix D) is for 02 through 05 authentications and the other is for turning-in and receiving equipment.
- b. Assumption of command orders will accompany each set of signature cards.
- c. Each customer unit should maintain a copy of all valid signature cards. As a minimum, these cards must be reviewed semi-annually or as needed.
- d. Procedures for completing DA Form 1687 can be found in figure 2-15, DA PAM 710-2-1.
- 3-2. DA FORM 2406 INFORMATION: To ensure accuracy in recording support maintenance NMCS and NMCM time, and to identify any area where unique or special assistance may be required, units should conduct a complete reconciliation of all DA Form 2406 reportable items on jobs prior to completion of the monthly DA Form 2406. The reconciliation can be accomplished using the customer work order reconciliation, PCN AHN-004. This report is used to determine the NMCS/NMCM status at the DSMA and provides current work order status as of the date of the report. Copies are available from the Shop Office on a weekly basis, or as required.
- 3-3. DENSITY LIST: Every supported unit must provide a density list of all equipment (or which DS maintenance is to be provided). Supported unit density lists are essential to insure that the necessary technical manuals and special tools are available. Density lists will include LIN, NSN, nomenclature, model, and both authorized and on-hand quantities. Density lists will be updated each October and whenever substantial changes in unit equipment occur. This is especially important for deployment exercises.
- 3-4. RECONCILIATIONS: All open work requests will be reconciled with the Shop Office at least once a week. Weekly or upon request, shop office will run a work order reconciliation print for each customer.

3-5. ULLS DISKETTE TURN-IN / FTP:

- a. Requirements:
 - 1. Units are not required to turn in an ULLS diskette in garrison as long as they FTP daily.
 - In the field or when their FTP is inoperable, each unit is required to send their PLL clerk to turn in an ULLS diskette to Shop Office (primary SAMS-1 site) daily, regardless of whether or not a job is being opened. The PLL Clerk will sign in to ensure 147th is tracking the units who have complied.
 - 3. This is required to pass on Daily Inop Data to the SAMS-2 site at 71st CSB Support Operations and to the Division Material Management Center (DMMC).
 - 4. Units are required to turn in ULLS Usage (AMSS) diskette to Shop Office (SAMS-1 site) **NLT** 1500 hours on the 15th of each month or the last work day prior to the 15th.
- b. Manual Procedures (Non-FTP procedures):
 - 1. The PLL Clerk must bring in a hard copy print with the diskette so the shop office clerk can initial it verifying the disk was read successfully.

- 2. The PLL Clerk will sign in the logbook verifying that the diskette was turned-in. If the disk cannot be read, the customer must return to the unit to bring back another disk. It is imperative that this process occurs daily without fail.
- 3. Work requests will be submitted by diskette, no manual DA Form 2407's will be accepted unless the unit notifies the shop office that their ULLS system is down prior to coming down to the shop office.
- 4. Once a job is closed at the DS level, units must ensure it is also closed at the organizational level.

3-6. SCHEDULED SERVICES.

- a. The owning unit is responsible for scheduling all DS level services. This includes coordination with the Shop Officer for scheduling all DS level services and verifications.
- b. The scheduling process starts at the customer level. The customer must identify all items that require periodic DS level services on DA Form 5990-E. Complete a DA Form 5990-E IAW the instructions in DA PAM 738-750 except block 34. Show the date of the service requested instead of the date submitted.

3-7. GAUGING OF UNITS ARMS ROOMS

- a. Units are required to call 14 days prior to their due date.
- b. A minimum of two personnel must be available during the entire gauging process
- c. All weapons must be present and clean the day of the inspection / service. If the weapons are dirty, the gauging will be rescheduled at the convenience of the Armament Shop.
- d. Work orders will be opened two (7) days prior with 10 serial numbers per work order.
- e. Lost gauging paper work **will not be** recreated unless the unit can produce the original 2404 with all serial numbers and signed by the 307th armament section. Re-gauging for lost paperwork will be done at the convenience of the armament section.

DEPARTMENT OF THE ARMY



COMPANY BATTALION UNIT NUMBER APO AE ZIP CODE

OFFICE SYMBOL DATE

MEMORANDUM FOR COMMANDER, 147th MAINTENANCE COMPANY, ATTN: SHOP OFFICER

SUBJECT: Damage/Lost Parts Statement

1. The following items were lost/damaged due to STATE REASON.

NOMENCLATURE	NSN	QTY

2. A review of the circumstances surrounding the missing/damaged items is complete and appropriate action taken.

BN COMMANDER'S NAME RANK, BRANCH Commanding

APPENDIX A (DAMAGE STATEMENT)

DEPARTMENT OF THE ARMY

COMPANY BATTALION UNIT NUMBER APO AE ZIP CODE



DATE

MEMORANDUM FOR COMMANDER, 147^{TH} MAINTENANCE COMPANY, ATTN: SHOP OFFICER

SUBJECT: Customer Density List

1. The following items require Direct Support maintenance from the 147th Maintenance Company.

LIN	NOMENCLATURE	NSN	QTY

2. POC for this memorandum is _____.

COMMANDER'S NAME RANK, BRANCH Commanding

APPENDIX B (DENSITY LIST COVERSHEET)

APPENDIX C (WORK FLOW PROCEDURES)

Work Flow Procedures Number 1 (Customer Unit Action)

Ste	Customer Actions
р	
1	Verifies equipment malfunction.
2	Annotates signature of requestor on DA Form 2407/5990-E.
3	Prepares DA Forms 2404/5988-E and 2407/5990-E and
	equipment for support maintenance.
4	Performs unit maintenance on equipment.
5	Enters unit data on DA Form 2407/5990-E.
6	Forwards equipment/request and related forms to
	maintenance unit maintenance control section.

Work Flow Procedures Number 2 (Maintenance Control Section Action)

Ste	Maintenance Control Clerk Actions
р	
1	Receives work request.
2	Edits/screens/verifies work request.
3	Annotates DA Form 2407/5990-E with work order number
	and tasks.
4	Prepares DA Form 3999-4.
5	Assigns work section to perform repair (if known).
6	Enters DSU data on required DA Form 2407/5990-E into SAMS-1.
7	Enters status "A" on work order. (Status is updated daily
	from work sections.)
8	Directs customer with DA Form 3999-4 to inspection
	section.

Work Flow Procedures Number 3 (Inspection Section Action)

Ste	Inspector Actions
р	
1	Receives DA Form 3999-4.
2	Edits/screens/verifies DA Form 2407/5990-E.
3	Performs acceptance/initial inspection.
4	Annotates DA Form 3999-4 maintenance tasks and parts requested on DA Form 2407/5990-E.
5	Prepares intrashop work request (if required).
6	Assigns task sequence number to each required repair task on DA Form 2404/5988-E.

Ste	Inspector Actions
р	
7	Enters signature (inspector who accepts work order) on DA
	Form 2407/5990-E.
8	Submits status change "C" to maintenance control clerk (if
	no parts are required).
9	Issues copy of work request to customer.
10	Forwards DA Form 3999-4 with forms and records to
	maintenance control supervisor or shop supply clerk.

Work Flow Procedures Number 4 (Repair Shop Section Action)

Ste	Shop Section Supervisor Actions
р	
1	Receives information from repairer.
2	Verifies all tasks on DA Form 2407/5990-E are completed.
3	Annotates DA Form 3999-4.
4	Performs quality control inspection.
5	Directs rework as needed (places items in the holding
	area).
6	Submits status change "E" to maintenance control clerk
	when work is finished and "C" if other work is required.
7	Forwards DA Form 3999-4 with forms and records to the
	inspection sections.

Work Flow Procedures Number 5 (Inspection Section Action)

Ste	Inspection Section Actions
р	
1	Receives DA Form 3999-4.
2	Edits/screens/verifies DA Form 2407/5990-E.
3	Annotates DA Form 3999-4 and DA Form 2407/5990-E
	(final inspection).
4	Performs final inspection.
5	Directs additional/corrective work if job does not pass final
	inspection.
6	Assigns additional task sequence numbers (if required).
7	Enters signature (inspector) on DA Form 2407/5990-E.
8	Submits status change "F" to maintenance control clerk for
	final inspection passed (other status as appropriate).
9	Forwards DA Form 3999-4 with forms and records to
	maintenance control clerk.

Procedures Number 6 (Maintenance Control Section Action)

Ste	Maintenance Control Clerk Actions
р	

Ste	Maintenance Control Clerk Actions
р	
1	Receives DA Form 3999-4.
2	Edits/screens/verifies signatures/entries on DA Form
	2407/5990-E, including intrashop jobs.
3	Annotates DA Form 3999-4 (initial customer notification).
4	Prepares closeout of all tasks on DA Form 2407/5990-E.
	Submits status change "S" when work is completed.
5	Performs initial unit contact.
6	Enters contacted unit/time on DA Form 3999-4. Submits
	status change "R" when customer is notified
7	Issues completed work request to customer. Submits
	status change "U" to close job when picked up.
8	Forwards completed work request to shop office files.

Work Flow Procedures Number 7(Customer Unit Action)

Ste	Customer Actions
р	
1	Receives repaired equipment.
2	Annotates receipt of equipment with signature on DA Form 2407/5990-E.
3	Performs acceptance inspection on equipment.
4	Submits unit's copy of work required to maintenance control
	clerk and receives completed copy for unit files.

APPENDIX C (WORK FLOW PROCEDURES)

DEPARTMENT OF THE ARMY

COMPANY BATTALION UNIT NUMBER APO AE ZIP CODE

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APPENDIX D (DA FORM 1687)

OFFICE SYMBOL Date

MEMORANDUM FOR 147th MAINTENANCE COMPANY, ATTN: SHOP OFFICER

SUBJECT: Letter of Release

- 1. The survey officer released the following equipment from investigation.
 - a. Nomenclature:
 - b. Admin Number:
 - c. Serial Number:
- 2. POC for this memorandum is the undersigned at DSN469-XXXX.

BN COMMANDER RANK, BRANCH Survey Officer

APPENDIX E (LETTER OF RELEASE)



DEPARTMENT OF THE ARMY

147TH MAINTENANCE COMPANY UNIT 27502 APO, AE 09372

AETV-SCS-CK DATE

MEMORANDUM FOR COMMANDER, CHARLIE COMPANY, 54TH ENGINEER BATTALION, UNIT 27506, APO AE 09139

SUBJECT: Float Exchange

 In accordance with USAREUR Supplement 750-1, the below listed equipment is being considered as a float candidate. Complete 1st End and return to 147th Maintenance Company, Shop Officer, to be forwarded to the 7CSG Group Commander for approval.

OWNING UNIT: Charlie Company, 54th Engineers

Work Order#: A104882

NOUN: SEE NSN: 2420-01-160-2754 MODEL: FLU419 LIN# T34437

SN# 15G999994HM450348 REG# UC03GP ADMIN# C39

End item listed in paragraph 1 will be exchanged with the following ORF asset:

NOUN: SEE NSN: 2420-01-160-2754 MODEL: FLU419 LIN# T34437

SN# G999998KM451414 REG# UC60J ADMIN#

ORF-12

3. POC for this memorandum will be the undersigned at 550-2223.

SHOP OFFICER

1LT, OD

Shop Officer

(ORF LETTER FOR ISSUE TO UNIT APPENDIX F)



DEPARTMENT OF THE ARMY COMPANY BATTALION UNIT NUMBER APO AE ZIP CODE

OFFICE SYMBOL Date

THRU CDR, 147TH MAINTENANCE COMPANY ATTN: Shop Officer

FOR 147TH MAINTENANCE COMPANY, ATTN: ORF ACCOUNTABLE OFFICER, APO AE 09139

The following indicates my preference concerning the Float Transaction.

_____ The item listed above is essential to this units mission, and I accept the transaction.

_____ The item is not essential to this units mission accomplishment and I decline the above offered ORF asset. I understand that I assume the readiness condition responsibility caused by my refusal to accept this ORF and request to downgrade the priority of my original work request.

COMMANDER CPT, EN Commanding

(ORF LETTER FOR ISSUE TO UNIT APPENDIX F)



DEPARTMENT OF THE ARMY

COMPANY BATTALION UNIT NUMBER APO AE ZIP CODE

OFFICE SYMBOL Date

MEMORANDUM FOR 147^{TH} MAINTENANCE COMPANY, ATTN: SHOP OFFICER

SUBJECT: Controlled Exchange

- 1. I authorize the following controlled exchange:
 - a. Donating Equipment.

Nomenclature:

Administration Number:

Serial Number:

b. Receiving Equipment.

Nomenclature:

Administration Number:

Serial Number:

c. Part(s) Substituted.

Part Name NIIN: Part Name NIIN:

2. POC for this memorandum is the undersigned at DNVT XXX-XXXX.

BN COMMANDER RANK, BRANCH Commanding